

airlines

Airline Experience

USCCG is very experienced in the airline industry. We've helped many well-known and highly regarded carriers to:

- Eliminate support delays within maintenance visits
- Increase labor productivity through:
 - Visual maintenance management
 - More predictable visit milestones
 - Workload analysis and process mapping techniques
- Improve capacity by reducing cycle time in scheduled maintenance visits
- Improve data reporting and focused management tools
- Improve utilization of existing facilities and technology through Lean techniques including:
 - 5S
 - Value stream mapping

- Current and future state gap analysis

- Visit management analysis and tools

- Improve line maintenance planning, execution, and materials management
- Improve internal communications and document flow

Processes Worked

- Airframe overhaul
- Component maintenance
- Engine maintenance overhaul
- Letter checks
- Line maintenance (overnight process)
- Operational preparedness
- Purchasing
- Segmented (phase) checks
- Workload balancing

Totally Customized Approach

Our approach is totally customized for each client and situation but will typically

include some or all of the following components and/or methodologies:

- Cycle time improvement
- Inventory and physical asset management
- Line balancing (equipment, resources)
- Maintenance, engineering, and indirect support effectiveness
- Management/supervisory effectiveness
- Problem identification and resolution
- Process/equipment control and calibration
- Process mapping and optimization
- Resource and demand planning
- Sales and operations planning
- Statistical process control
- Structure and decision-making
- Visual management techniques

Client Benefits

These tools and techniques enable us to deliver a wide range of benefits to our clients.

1. Decreased cycle time
2. Decreased delays and cancellations
3. Increased aircraft availability
4. Reduced process variation
5. Reduced total cost
6. Upgraded leadership skills (supervisors and lead mechanics)

Our Work

Let's take a look at some of our work with airlines. Each of the following solutions was totally customized and implemented by USCCG professionals using proprietary techniques and methodologies to meet the unique needs of individual clients. Here are some highlights from three real engagements.

Case History # 1

Regional affiliate of major legacy carrier operating over 300 aircraft and 1,800 flights per day wanted to reduce cycle time for heavy maintenance checks

Our Assignment: Standardize processes, reduce heavy maintenance check span time, and improve maintenance productivity

Our Approach:

1. Worked with maintenance management organization to standardize processes and eliminate waste
2. Focused on the development and execution of daily plans and pre-dock preparation for each visit
3. Applied project management disciplines to C check visit plans
4. Developed work flow sheets to clearly define each day's priorities and tasks
5. Made visit milestones time-phased to ensure that targeted visit time span was met
6. Redefined roles and responsibilities for supervisors, crew chiefs, and production controllers to improve visit planning, daily work assignments, and in-shift follow up

The Results:

1. Reduced span time for 1C, 2C, 3C, and 4C checks by an average of one day per visit

2. Productivity improvement absorbed >700 hours of additional work into each check without increasing span time
3. Annualized benefit of productivity improvement was approximately \$1 million

Case History # 2

Large domestic and international air carrier wanted to reduce cycle time for engine rebuilds

Our Assignment: Improve coordination and cooperation between departments with shared responsibility for engine re-manufacturing

Our Approach:

1. Conducted two-week feasibility study to identify and quantify benefits of potential improvements
2. Obtained input from personnel at all levels in the organization to help develop improvement prototypes
3. Installed database to tie together production and re-manufacturing business units for better communication and coordination
4. Improved work center control by using daily production planning techniques to focus on priorities and hold employees accountable for attaining objectives
5. Improved parts availability across both business units by implementing a system for back-scheduling engine modules

The Results:

1. Cycle time was reduced 10-22%
2. Costs were reduced 10-20%

Case History # 3

Regional carrier providing interstate service to business travelers in the Midwestern U.S. wanted to reduce morning departure delays

Our Assignment: Reduce labor costs while improving maintenance and, thus, operational reliability

Our Approach:

1. Used estimated hours to load the facilities with the correct amount of work
2. Prioritized and laid out critical paths for work
3. Developed a system to assign, follow up, and utilize excess labor hours from Line Maintenance
4. Reduced maintenance headcount by four FTE

The Results:

1. Improved on-time performance from 82% to 92%
2. Reduced overtime by 50%
3. Reduced heavy check cycle time by 15%
4. Reduced shop backlog 40%
5. Client saved \$1.2 million

These results are fairly typical of what we've been able to accomplish in the airline industry. You can review other case histories by visiting our web site at www.usccg.com.

For more information contact us at (800) 888-8872 or www.usccg.com.



When it comes to airlines, we can help your performance soar

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for low-cost, regional,
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